

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



4700

ARIZONA CORPORATION COMMISSION

March 3, 2009

ORIGINAL

To: Docket Control

RE: Far West Water & Sewer, Inc. - Customer Comments
Docket No. WS-03478A-08-0454

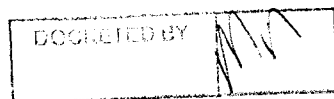
Please docket the attached 26 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAR - 4 2009



RECEIVED
2009 MAR - 4 A 10:10
AZ CORP COMMISSION
DOCKET CONTROL

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 77150

Date: 3/3/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By:

Talbart

Smith

Account Name:

Talbart Smith

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Yuma

CBR: [REDACTED]

State:

AZ

Zip: 85365

is: E-Mail

Utility Company.

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

-----Original Message-----

From: Tal Smith

Sent: Friday, February 27, 2009 1:13 PM

To: Utilities Div - Mailbox

Cc: [REDACTED]

Subject: WS-03478A-08-0608 and WS-03478-08-0454

WS-03478A-08-0608

WS-03478A-08-0454

Residents in the Foothills area of Yuma had been informed by Far West Water and Sewer that they want to raise the sewer rates from \$261 a year to \$891.84 in the next three years. That increase is even higher for businesses. In a recent public relations document Far West has tried to soften the impact by putting the increases in phases and by quoting daily rates, but that just doesn't wash, an increase of \$630.84 a year is an increase of \$630.84 no matter how you slice it. If you at the Corporation Commission Consumer Services Section, the organization that has the responsibility to protect consumers, approve this increase, shame on you.

Talbart Smith, Resident in the Foothills area of Yuma

[REDACTED] 85365 / Phone ([REDACTED])

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I called the customer, spoke to Mrs. Smith, I provided my name and toll free tel # for the ACC Tucson office and acknowledged Mr. Smith's letter. She would relate message to him that I had expressed thanks for taking the time to express his opinion and that his comments would be noted as a permanent record in this rate application. I advised his/her comments would be considered before a decision is reached in this matter.

I e-mailed Trish Meeter @ ACC Phoenix Office to please have this OPINION placed in the appropriate stack and have this docketed towards docket no. WS-03478A-08-0454 under Far West Water & Sewer. File closed.

End of Comments

Date Completed: 3/3/2009

Opinion No. 2009 - 77150

WS. 03478A.08.0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 77108

Date: 3/2/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Michael **Curran**

Account Name: Michael Curran

Home: (000) 000-0000

Street: n/a

Work:

City: Yuma

CBR: [REDACTED]

State: AZ **Zip:** 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

2/13 DOCKET NO. WS 03478A-08-0454 REC'VD THROUGH COMMISSIONER NEWMAN'S OFFICE

From: michael984@aol.com [mailto:michael984@aol.com]
Sent: Saturday, February 07, 2009 7:23 PM
To: Newman-Web
Subject: Sir

The sewer increase that Far West water and sewer wants to do in Yuma County is way to steep for people with family's and older people living on fix incomes and especially the way the economy is right now.

It is Far West problem waiting so long to get up to date with there sewer plant and the residents should not take such steep increase price all at once.

I am on a septic tank myself, but I am against steep increase of my neighbors of the Foothills.

Thank You

Mike Curran

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ws 03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 - 77147

Date: 3/3/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** William **Last:** Reinert

Account Name: William Reinert

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ **Zip:** 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No WS 03478A-08-0454

Consumer against rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 3/3/2009

Opinion No. 2009 - 77147

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 77146

Date: 3/3/2009

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Benny

Anderson

Account Name:

Benny Anderson

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Yuma

CBR: [REDACTED]

State:

AZ

Zip: 85367

is: E-Mail

Utility Company.

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

From: [REDACTED]

Sent: Friday, February 27, 2009 10:58 AM

To: Utilities Div - Mailbox

Subject: re: docket # WS03478A-08-0454

A raise of the amount that Far West Water and Sewer is asking for is unconscionable. Far West is asking for this from retired seniors on fixed incomes, which is the majority of their customers. These seniors already pay 12 month a year sewer bill for only 6 months use. Far West then has the gall to ask for a second raise RE Docket

WS03478A-08-0608. These raises would drive residents out of the area and contribute to more vacant property and less income for Yuma County and the State of Arizona.

The State needs to audit the books and see if companies such as the development groups are getting a free ride on their sewer and water installations and any other areas where they should have been making money. In the years following the death of Hank Schechert it seems that there has been runaway development of the foothills area and questionable safety for workers, what with the death of two Far West workers and the injury of another.

If Far West cannot run the company properly, they should bankrupt it and let another company take it over or, sell it to someone who can.

Sincerely,

Benny Anderson

[REDACTED]
Yuma, AZ 85367

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

I called the customer, left a voice mail message @ 10:02 am, I provided my name and toll free tel # for the ACC Tucson office, and acknowledged his letter. I expressed thanks for taking the time to express his opinion and that his comments would be noted as a permanent record in this rate application. I advised his comments would be considered before a decision is reached in this matter.

I e-mailed Carmen Madrid @ ACC Phoenix Office to please have this OPINION placed in the appropriate stack and have this docketed towards docket no. WS-03478A-08-0454 under Far West Water & Sewer. File closed.
End of Comments

Date Completed: 3/3/2009

Opinion No. 2009 - 77146

Arizona Corporation Commission Public Comment Form

Step 1

This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use the Consumers Services Assistance Form for complaints, inquiries or general inquiries.

Mel Grimm
12588 E 46th St.
Yuma, AZ 85367

Step 2

YOUR NAME MEL Grimm	DATE 2-25-09
ADDRESS, CITY, STATE AND ZIP 12588 E. 46th St. Yuma, AZ 85367	YOUR PHONE NUMBER 928-345-0591
DOCKET YOU WISH TO COMMENT ON: Proposed Rate increase for Far West Water & Sewer	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water and Sewer, Yuma Arizona	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS TOTEIMEI@GMAIL.com <i>Small letters</i>	

Step 3

ENTER YOUR COMMENTS HERE:

BASED ON THE FOLLOWING INFORMATION, we the customers of Far West Water and Sewer Co., would like to ask the Arizona Corporation Commission to NOT APPROVE the application submitted by Far west water and Sewer Company. Docket No. WS-03478A-08-0454.

A. Far West provides water and sewer services to the Foothills area east of Yuma. There are approximately 8000 residential and commercial customers in this unincorporated area of Yuma County, who would receive a rate increase of over 200% over a period of three years. Once approved this new rate will be the permanent rate and will continue until Far West decides to raise the rates again.

Please see the Next 2 Pages

If you need additional space for your comments, please use the continuation page below.

Step 4

This form may be completed electronically, printed and mailed to:
Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007;
or

You may e-mail it as an attachment to:
mailmaster@azcc.gov

FEBRUARY 28, 2009

DEAR ARIZONA CORPORATION COMMISSIONERS

RE: DOCKET WS-03478A-08-0454.

I AM A WINTER VISITOR WHO LIVES ON HIS OWN LOT IN A PARK MODEL. I NOW PAY FOR SEWER 12 MONTH A YEAR BECAUSE I AM ⁽¹⁾ CONNECTED AND I ⁽²⁾ MAKE USE OF THE SYSTEM FOUR MONTHS OF THE YEAR. IF I DID NOT QUALIFY ON THESE 2 POINTS I WOULD NOT HAVE TO PAY. THE SYSTEM WOULD STILL BE HERE.

POINT ⁽¹⁾ THE SYSTEM WAS EXPANDED BECAUSE OF THE NUMBER OF UNITS CONNECTED AND THE POSSIBLE NEED OF A BIGGER SYSTEM. IF I PAY BECAUSE I AM CONNECTED THEN ALL LOTS AND RV SPACES SHOULD PAY AN EQUAL AMOUNT BECAUSE THEY ARE CONNECTED.

POINT ⁽²⁾ THE SYSTEM WAS EXPANDED BECAUSE OF THE AMOUNT OF SEWER. I CONTRIBUTE NO MORE TO THE SEWER SYSTEM THAN A UNIT IN A RV PARK. WHY AM I EXPECTED TO PAY \$74.32 AND A RV UNIT IN A PARK ONLY \$18.59. THEY NEEDED THE EXPANDED SYSTEM AS BADLY AS I DID BUT PAY VERY LITTLE IN COMPARISON.

THE FEE SMELLS OF GET THE LITTLE GUY. "THE NEW AMERICAN WAY." THE LARGE RV PARKS WOULD NOT STAND FOR WHAT I AM EXPECTED TO PAY

Arizona Corporation Commission Public Comment Form

Step 1

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Step 2

YOUR NAME FLORENCE G. HAUN	DATE MAR 1, 2009
ADDRESS, CITY, STATE AND ZIP 13275 E 53 LN YUMA, AZ 85367	YOUR PHONE NUMBER 928-305-6279
DOCKET YOU WISH TO COMMENT ON: Proposed Rate increase for Far West Water & Sewer	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water and Sewer, Yuma Arizona	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> <input checked="" type="radio"/> CON <input type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS 2409-10 AVE WAINWRIGHT AB, CA. T9W1W3	780-842-2181 780-842-0443

Step 3

ENTER YOUR COMMENTS HERE:

BASED ON THE FOLLOWING INFORMATION, we the customers of Far West Water and Sewer Co., would like to ask the Arizona Corporation Commission to NOT APPROVE the application submitted by Far west water and Sewer Company. Docket No. WS-03478A-08-0454.

A. Far West provides water and sewer services to the Foothills area east of Yuma. There are approximately 8000 residential and commercial customers in this unincorporated area of Yuma County, who would receive a rate increase of over 200% over a period of three years. Once approved this new rate will be the permanent rate and will continue until Far West decides to raise the rates again.

Please see the Next 2 Pages

If you need additional space for your comments, please use the continuation page below.

Far West is not entitled to any more of an increase than the Average ^{Step 4} increase in AZ. 5 to 9.5% As a winter Visitor who is only here 3 to six months This form may be completed electronically, printed and mailed to: it is ridiculous.

Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St. Phoenix, Arizona 85007;

or

You may e-mail it as an attachment to:

mailmaster@azcc.gov

February 19, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix AZ 85007

Re:

Docket for Comment: Proposed Rate Increase for Far West Water & Sewer
Case or Utility Name: Far West Water and Sewer, Yuma, Arizona
Docket #WS-03478A-08-0454
Position on the Docket: Con

I am amazed and appalled at the Far West Water and Sewer Company's proposed increase in sewer fees.

It is quite apparent that the proposed increase has been requested in order to pay off debt incurred to finance the improvements needed to bring the current system into compliance with the ADEQ requirements and to allow for future development of the system. The cost of these improvements should not be the responsibility of the present consumer; it should be the responsibility of the company which **obviously ignored** the requirements in the first place.

It should also be noted that by increasing the capacity of the system, the family which also owns much of the vacant land and the major development business in the Foothills area will stand to gain by being able to further develop their land without a major investment on their part.

It is not unreasonable to expect a company to make a profit, but it is unreasonable to allow a company to gouge its customers in order to do so. In assessing whether or not to allow this sewer rate increase, particularly one so outrageous, it should be remembered that the shortfall is the result of the business practices of Far West Water and Sewer, Inc., and not the current consumers.

Sincerely,

Donald e Charlotte Smith

13151 E 53rd Yuma A.Z.

85367

Arizona Corporation Commission Public Comment Form

Step 1

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Step 2

YOUR NAME Bill Parman	DATE 2/26/2009
ADDRESS, CITY, STATE AND ZIP 13293 E 54th Drive Yuma, AZ 85367	YOUR PHONE NUMBER (928) 305-9583
DOCKET YOU WISH TO COMMENT ON: Far West Water & Sewer Rate Increase	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water & Sewer Co.	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS Desertrat@rvtechstop.com	

Step 3

ENTER YOUR COMMENTS HERE:

In all my years living over most of the United States, I have never seen such a large 12 month fee for sewer service. The rates are usually in line with the amount of water used. The demand on the Far West sewer System is very little in the summer. To be environmentally sound and in the interest of CONSERVATION of WATER, which is very important, a more sound rate policy would be a minimum charge for 12 months to cover the cost of their assets, and an additional charge based on water usage. This would yield a monetary incentive to use less water. Now to my main complaint, besides minimal customer service, is the fact that Far West Water and Sewer has a "sister" company that is actively selling new lots. If they can not adequately take care of the existing sewer demand, why are they developing more lots with increased demand on their facilities? Further, who has issued permits for these new lots?

If you need additional space for your comments, please use the continuation page below.

Step 4

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Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007;

or

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mailmaster@azcc.gov

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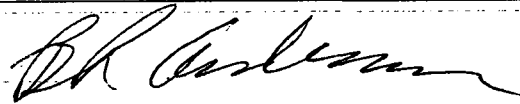
Step 2

YOUR NAME Benny Anderson	DATE 2/27/2009
ADDRESS, CITY, STATE AND ZIP 13850 E 50th Dr. Yuma, AZ 85367	YOUR PHONE NUMBER (928) 345-9311
DOCKET YOU WISH TO COMMENT ON: WS-03478A-08-0454	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water & Sewer Co.	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS	

Step 3

ENTER YOUR COMMENTS HERE:

A raise of the amount that Far West Water and Sewer is asking for is unconscionable. Far West is asking for this from retired seniors on fixed incomes, which is the majority of their customers. These seniors already pay 12 month a year sewer bill for only 6 months use. Far West then has the gall to ask for a second raise RE Docket # WS03478A-08-0608. These raises would drive residents out of the area and contribute to more vacant property and less income for Yuma County and the State of Arizona. The State needs to audit the books and see if companies such as the development groups are getting a free ride on their sewer and water installations and any other areas where they should have been making money. If Far West cannot run the company properly, they should bankrupt it and let another company take it over or, sell it to someone who can.



Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007;

Arizona Corporation Commission Public Comment Form

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Step 2

Mr. Daniel I. Friesen
13380 E. 55th Ln. N.
Yuma, AZ 85367

YOUR NAME DANIEL I FRIESEN	DATE 2-27-09
ADDRESS, CITY, STATE AND ZIP 13380 E 55TH LANE Yuma AZ 85367	YOUR PHONE NUMBER 928 345 3788
DOCKET YOU WISH TO COMMENT ON: Request for Permanent Rate Increase	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water & Sewer	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS	

Step 3

ENTER YOUR COMMENTS HERE:

Far West Water & Sewer Co. (FWWS) customers protest the proposed rate hike. According to the joint news release from ADEQ and the Arizona Attorney General's Office, dated September 10, 2008, FWWS has had long standing violations. The neglect of their responsibility to construct and maintain their sewer system resulted in their present crisis. FWWS apparently cut corners to save money and the owners profited in the continued growth as they developed other business interests. This, combined with inadequate planning to maintain compliance with ADEQ regulations resulted in their self made crisis. Now that ADEQ has required them to bring all treatment sites up to standards, FWWS wants customers to pay for the mismanagement. Please deny the FWWS request for a rate hike. Any alleged financial hardship appears to be associated with poor management and greed and therefore, is not the responsibility of the customers.

If you need additional space for your comments, please use the continuation page below.

Step 4

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mailmaster@azcc.gov

2-27-09

Attention Sir: We are on a fixed income, what will happen when we pay our bill. Thankyou for your help. Frances Friesen

Arizona Corporation Commission Public Comment Form

Step 1

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Step 2

YOUR NAME <i>Bob & Karen Salvesson</i>	DATE
ADDRESS, CITY, STATE AND ZIP <i>13555 S Ave 14E, Yuma, AZ. 85367</i>	YOUR PHONE NUMBER <i>928 342 7655</i>
DOCKET YOU WISH TO COMMENT ON: Sewer Rate Increase	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water & Sewer, Inc.	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS	

Step 3

ENTER YOUR COMMENTS HERE:

This INCREASE IN RATES comes at a time of monetary crunch. The individual owners of FAR West are by FAR more able to pay the ON GOING costs of running their sewer effluent treatment

I feel that this increase is very unnecessary as my Pool & shrubs being watered do NOT go into the sewer - Karen Salvesson

If you need additional space for your comments, please use the continuation page below.

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Step 2

YOUR NAME <i>Mike YANKOVICH</i>	DATE <i>2/27/09</i>
ADDRESS, CITY, STATE AND ZIP <i>12405 E 44th Dr Yuma AZ 85367</i>	YOUR PHONE NUMBER <i>916-747-2040</i>
DOCKET YOU WISH TO COMMENT ON: Proposed Rate increase for Far West Water & Sewer	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water and Sewer, Yuma Arizona	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS	

Step 3

ENTER YOUR COMMENTS HERE:

BASED ON THE FOLLOWING INFORMATION, we the customers of Far West Water and Sewer Co., would like to ask the Arizona Corporation Commission to NOT APPROVE the application submitted by Far west water and Sewer Company. Docket No. WS-03478A-08-0454.

A. Far West provides water and sewer services to the Foothills area east of Yuma. There are approximately 8000 residential and commercial customers in this unincorporated area of Yuma County, who would receive a rate increase of over 200% over a period of three years. Once approved this new rate will be the permanent rate and will continue until Far West decides to raise the rates again.

Please see the Next 2 Pages

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Phoenix, Arizona 85007;**

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You may e-mail it as an attachment to:
mailmaster@azcc.gov

February 19, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix AZ 85007

Re:

Docket for Comment: Proposed Rate Increase for Far West Water & Sewer
Case or Utility Name: Far West Water and Sewer, Yuma, Arizona
Docket #WS-03478A-08-0454
Position on the Docket: Con

I am amazed and appalled at the Far West Water and Sewer Company's proposed increase in sewer fees.

It is quite apparent that the proposed increase has been requested in order to pay off debt incurred to finance the improvements needed to bring the current system into compliance with the ADEQ requirements and to allow for future development of the system. The cost of these improvements should not be the responsibility of the present consumer; it should be the responsibility of the company which **obviously ignored** the requirements in the first place.

It should also be noted that by increasing the capacity of the system, the family which also owns much of the vacant land and the major development business in the Foothills area will stand to gain by being able to further develop their land without a major investment on their part.

It is not unreasonable to expect a company to make a profit, but it is unreasonable to allow a company to gouge its customers in order to do so. In assessing whether or not to allow this sewer rate increase, particularly one so outrageous, it should be remembered that the shortfall is the result of the business practices of Far West Water and Sewer, Inc., and not the current consumers.

Sincerely,

Willis M. Webb
Shirley R. Webb

Willis Webb
13171 E. 53 St.
Yuma, AZ 85367

Arizona Corporation Commission Public Comment Form

Step 1

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Step 2

YOUR NAME Mr. and Mrs. D. Reed	DATE 2/19/2009
ADDRESS, CITY, STATE AND ZIP 9667 35th., Place Yuma, AZ 85365	YOUR PHONE NUMBER (707) 494-5434
DOCKET YOU WISH TO COMMENT ON: WS-03478A-08-0454	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water & Sewer Company	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS none	

Step 3

ENTER YOUR COMMENTS HERE:

I wish to comment on Far West Water and Sewers' request for a rate increase.

As a customer of Far Wests' sewer service, I find their request for a 214.8% increase far in excess of a normal cost of business increase.

I own a home in the Yuma City limits. I am in Yuma 4 months a year. At the rate of \$21.75 per month I pay \$261.00 a year that averages \$65.25 per month for the four months I am here.

At Far Wests' proposed phase 3 rate of \$74.32 per month I will pay \$891.84 a year which averages \$222.96 per month for the four months that I use my home in Yuma. I can not afford this amount of money. I will be forced to give up my home here. ■

If you need additional space for your comments, please use the continuation page below.

Step 4

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Phoenix, Arizona 85007;
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You may e-mail it as an attachment to:
mailmaster@azcc.gov

**Arizona Corporation Commission
Public Comment Form
Continuation Page**

CONTINUE YOUR COMMENTS HERE:

In the Yuma official visitors guide 2009 on page 77 it says, and I quote "Yuma's water and wastewater treatment facilities planning will accommodate the needs of residential and business growth without affecting current users" end quote.

Far West needs to read this guide

February 19, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix AZ 85007

Re:

Docket for Comment: Proposed Rate Increase for Far West Water & Sewer
Case or Utility Name: Far West Water and Sewer, Yuma, Arizona
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Position on the Docket: Con

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It is quite apparent that the proposed increase has been requested in order to pay off debt incurred to finance the improvements needed to bring the current system into compliance with the ADEQ requirements and to allow for future development of the system. The cost of these improvements should not be the responsibility of the present consumer; it should be the responsibility of the company which **obviously ignored** the requirements in the first place.

It should also be noted that by increasing the capacity of the system, the family which also owns much of the vacant land and the major development business in the Foothills area will stand to gain by being able to further develop their land without a major investment on their part.

It is not unreasonable to expect a company to make a profit, but it is unreasonable to allow a company to gouge its customers in order to do so. In assessing whether or not to allow this sewer rate increase, particularly one so outrageous, it should be remembered that the shortfall is the result of the business practices of Far West Water and Sewer, Inc., and not the current consumers.

Sincerely,

Nancy R. Berchett

14644 E. 50th St.

Yuma, Arizona 85367

Thank you

WHY SHOULD WE PAY FOR THEIR GREED
& MISTAKES?

ALSO WHY DO WE PAY 12 MO. SEWER? (WE STAY HERE
4 MO'S YEAR,

February 19, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix AZ 85007

Re:

Docket for Comment: Proposed Rate Increase for Far West Water & Sewer

Case or Utility Name: Far West Water and Sewer, Yuma, Arizona

Docket #WS-03478A-08-0454

Position on the Docket: Con

I am amazed and appalled at the Far West Water and Sewer Company's proposed increase in sewer fees.

It is quite apparent that the proposed increase has been requested in order to pay off debt incurred to finance the improvements needed to bring the current system into compliance with the ADEQ requirements and to allow for future development of the system. The cost of these improvements should not be the responsibility of the present consumer; it should be the responsibility of the company which **obviously ignored** the requirements in the first place.

It should also be noted that by increasing the capacity of the system, the family which also owns much of the vacant land and the major development business in the Foothills area will stand to gain by being able to further develop their land without a major investment on their part.

It is not unreasonable to expect a company to make a profit, but it is unreasonable to allow a company to gouge its customers in order to do so. In assessing whether or not to allow this sewer rate increase, particularly one so outrageous, it should be remembered that the shortfall is the result of the business practices of Far West Water and Sewer, Inc., and not the current consumers.

Sincerely,



R. L. Huter
9636 E 33rd Ln.
Yuma, AZ 85365

Arizona Corporation Commission Public Comment Form

Step 1

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Step 2

YOUR NAME RICHARD W. SCHON <i>Richard W. Schon</i>	DATE 2-24-09
ADDRESS, CITY, STATE AND ZIP 14764 E. 49TH ST., YUMA, AZ. 85367	YOUR PHONE NUMBER
DOCKET YOU WISH TO COMMENT ON: Proposed Rate increase for Far West Water & Sewer	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water and Sewer, Yuma Arizona	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS NONE	

Step 3

ENTER YOUR COMMENTS HERE:

BASED ON THE FOLLOWING INFORMATION, we the customers of Far West Water and Sewer Co., would like to ask the Arizona Corporation Commission to NOT APPROVE the application submitted by Far west water and Sewer Company. Docket No. WS-03478A-08-0454.

A. Far West provides water and sewer services to the Foothills area east of Yuma. There are approximately 8000 residential and commercial customers in this unincorporated area of Yuma County, who would receive a rate increase of over 200% over a period of three years. Once approved this new rate will be the permanent rate and will continue until Far West decides to raise the rates again.

Please see the Next 2 Pages

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Step 4

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Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007;
or

You may e-mail it as an attachment to:
mailmaster@azcc.gov

Arizona Corporation Commission

Public Comment Form

Continuation Page

CONTINUE YOUR COMMENTS HERE:

B. Far West Water and Sewer Co and H&S Developers has been fined and is required to pay penalties, for numerous repeated alleged water and air quality violations dating back as far as 1989 and as recently as the 50 counts filed September 9, 2008 that could amount to a judgment of millions of dollars. H & S Developers is also named because it provided the services until forming Far West as a separate company in 1998 and transferring drinking water and wastewater facilities ownership to the new company.

C. In 2006 Farwest Water & Sewer finally came in to compliance with ADEQ. The company has now since expanded its lagoon by 300%. We speculate that this effort was only put forth to compensate for the recent Subdivision that H&HS Development Co. just started.

D. H & S Development Co. recently opened El Rancho Encantado a new subdivision of RV Homes which consists of 219 sites with two RV hookups including Electrical service, sewer dump & water on each site. This is phase one of the project with two more phases to come. We question whether or not this latest request for a rate increase is designed to help pay for the new Wastewater Plant needed to support this new development?

E. Winter Residents currently flock to Yuma because of the weather, and because it is economically feasible to maintain a second home here. Winter residents increase Yuma's population each year by more than 80,000 people with the majority living in the Foothills. This population will be especially affected by this increase because for 6-8 months out of the year they pay for their sewer fees despite being unable to flush their toilets because they have returned to their primary residence.

F. Of the Year round Foothills residents there is still a large majority of Retirees living on a fixed income. Many more are the working class. If the proposed increase passes it would only succeed in further devastating the local economy. There are many folks who live paycheck to paycheck as it is. A fee increase as proposed could potentially force many people to sell or foreclose. With the housing market as it is today, this will only add to the declining economy.

In Conclusion

- We don't feel that Current customers should incur the costs necessary to cover a new Wastewater Plant needed to compensate for future growth. At most this cost should be absorbed by impact fees on the new lots being developed.
- We believe they have not suggested this because it would reduce the parent Company's building profits, in part due to the recession limiting the builder's inability to charge more than the market will bear.
- We further feel that this increase is also being requested as a direct result of negligence on the part of the Water Company, Farwest Water & Sewer. It appears as if they were negligent in poor planning to prevent numerous ADEQ violations.

Continued on the Next Page.

**Arizona Corporation Commission
Public Comment Form
Continuation Page**

CONTINUE YOUR COMMENTS HERE:

- We the customers of Farwest do not feel that is a cost that should be transferred to current customers.
- We feel that Far West Water and Sewer Co. should have maintained the current facilities as repeated violations were submitted since 1990 from ADEQ as well as the September 9, 2008, 49 page complaint in Maricopa County Superior Court in which 50 counts were filed against these companies for wastewater violations. In 2006 the plant finally came into compliance with ADEQ receiving permission to allow more hookups. Maintaining is what the company should have focused on, but instead they recently increased their lagoon by 300 percent.

THEREFORE, we feel that this enormous increase is not justified. We the current owners feel that the extra charges requested are to aid H&S Developers and Far West Water & Sewer in paying Settlements incurred due to a law suit and penalties owed to ADEQ for lack of safety. We also feel it is possible that Farwest is trying to offset the costs incurred by the parent Companies new development on 48th Street. Their lack of sales and poor investments are not our responsibility. Farwest and H&S Developers, for years should have been investing their revenues in maintaining the system they have in place. If that had been the case they would not be requesting this aid currently.

Other Cities in Arizona* have been investigated and it has been found that they have seen rate increases of 5-9.5%. A small percentage is acceptable and necessary, but 200+% IS NOT. We the customers cannot afford this increase. We hope you will consider our concerns and VOTE NAY on this application. Thank You!

Dated this 12th day of February, 2009

*Average Sewer Rates around Arizona:

Sierra Vista (Rate increase of 5% total initiated Jan. 1, 2009): \$14.68/month

Tucson: \$23.61/month Rate Increase of 9.5% initiated July 1, 2008

Phoenix: \$28.50/month Proposed Rate increase of 5%

PERM
Arizona Corporation Commission
Public Comment Form

Step 1

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Step 2

YOUR NAME <i>BARNEY + PAT GOLDSBARY</i>	DATE <i>2-25-09</i>
ADDRESS, CITY, STATE AND ZIP <i>10412 S. Spring AVE Yuma, AZ 85365</i>	YOUR PHONE NUMBER <i>928-345-2318</i>
DOCKET YOU WISH TO COMMENT ON: <i>Rate application for Yuma West Water & Sewer</i>	DOCKET NUMBER <i>WS 03478A-08-0454</i>
CASE OR UTILITY NAME <i>Yuma West Water & Sewer Co</i>	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS	

Step 3

ENTER YOUR COMMENTS HERE:

I believe this increase is pure greed. Errors were made, now they expect the consumers to pay. The way the economy is right now any increase would really put a burden on the area.

If you need additional space for your comments, please use the continuation page below.

Step 4

This form may be completed electronically, printed and mailed to:
Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007;
or

You may e-mail it as an attachment to:
mailmaster@azcc.gov

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Step 2

Jim & Lorelyn Walker
10347 South Cyclone
Yuma, AZ 85365

YOUR NAME JAMES A. + LORELYN WALKER	DATE 2/27/09
ADDRESS, CITY, STATE AND ZIP 10347 S. CYCLONE, YUMA, AZ 85365	YOUR PHONE NUMBER 928-305-6203
DOCKET YOU WISH TO COMMENT ON: Far West Increase request	DOCKET NUMBER NS-03478A-08
CASE OR UTILITY NAME FAR WEST WATER + SEWER	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS jandlwalker@yahoo.com	

0454
~~0458~~

Step 3

ENTER YOUR COMMENTS HERE:

We are seasonal visitors, in Yuma 3½ to 4 months a year. We are on a fixed income. Assuming the rate increase is granted, we would be paying 891.84 per year. I think this is beyond ridiculous.

Thank you —

If you need additional space for your comments, please use the continuation page below.

Step 4

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**Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
 Phoenix, Arizona 85007;**
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Step 2

YOUR NAME <i>DEAN SMITH</i>	DATE <i>2-27-09</i>
ADDRESS, CITY, STATE AND ZIP <i>13402 S DRUCILLA LN YUMA AZ 85367</i>	YOUR PHONE NUMBER <i>928-305-6430</i>
DOCKET YOU WISH TO COMMENT ON: <i>FAR WEST SEWER INCREASE</i>	DOCKET NUMBER <i>U.S.-0347RA-08-0454</i>
CASE OR UTILITY NAME <i>FAR WEST WATER & SEWER INC</i>	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS <i>TOOTS.BARON@GMAIL.COM</i>	

Step 3

ENTER YOUR COMMENTS HERE:

we purchased our property from the owners of Far West Water & Sewer. The existing sewer treatment plant we use has not had the changes that warrants this large of increase. we paid for plant changes in the cost of our purchase price.

However, Far West has built a new treatment plant, that does not service us, but is for new sub-divisions, which that cost should be passed on to the developers. Therefore, I'm against this increase request.

If you need additional space for your comments, please use the continuation page below.

Step 4

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Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007;
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Step 2

YOUR NAME <i>William E. Hoaglan</i>	DATE <i>2/27/09</i>
ADDRESS, CITY, STATE AND ZIP <i>10309 S. SUMMER AVE / YUMA, AZ 85765</i>	YOUR PHONE NUMBER <i>928) 305-1002</i>
DOCKET YOU WISH TO COMMENT ON: <i>#1 and #2</i>	DOCKET NUMBER <i>WS-03478A-08-0454</i> <i>WS-03478A-08-0608</i>
CASE OR UTILITY NAME <i>FAR WEST WATER AND SEWER</i>	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS <i>BHOAGLAN@AOL.COM</i>	

Step 3

ENTER YOUR COMMENTS HERE:

I STRONGLY OBJECT TO THESE PROPOSED RATE INCREASES. THESE PROPOSED INCREASES SHOULD BE PUT IN THE CATEGORY OF A RIP-OFF RATHER THAN AN INCREASE.

I FEEL THAT THE CONSUMERS SHOULD NOT BE LIABLE FOR THE MISS-MANAGEMENT OF FARWEST WATER & SEWER.

PERHAPS A 3% ~~INCREASE~~ MAXIMUM INCREASE SHOULD BE ALLOWED WHICH IS A REASONABLE AMOUNT IN TODAY'S ECONOMY.

If you need additional space for your comments, please use the continuation page below.

Step 4

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Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007;

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mailmaster@azcc.gov

Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

*This form may be completed electronically, printed and mailed to:
Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007*

Step 1

Before submitting a complaint to the ACC please visit this [link](#) to determine if the Commission regulates this service. If the company is regulated, please contact the company first. If you have already contacted your utility and are not satisfied with its response, please fill out this form and return the address above.

Step 2

YOUR NAME Donald K. Klinger	DATE 2/26/09
ADDRESS, CITY, STATE AND ZIP 10351 S. Summer Ave., Yuma, AZ 85365	PHONE (HOME) (928) 342-6468
NAME THAT APPEARS ON THE BILL	ALTERNATE PHONE (DAYTIME)
NAME OF THE UTILITY COMPANY Far West Water & Sewer, Inc., 13157 E. 44th St., Yuma,	ACCOUNT NUMBER WS-03478A-08-0454
E-MAIL ADDRESS	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="checked" type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

I hereby protest the proposed sewer rate increase by this company. I am not an engineer but I have never seen any sewer utilities set up in the manner to which Far West has. To dig holes in the ground and expect the soil to drain off the effluent without additional help from areation seems like poor planning and that is what they are asking us to pay for. Greater state regulations is a necessity as the water from the plants now recycled is smelly and in the evening, in some areas, almost unbearable. Most of us feel that some price increase is expected and a price homeowners must bear, but the immediate need for a 150% increase, during these times, is uncalled for and easily deniable.

Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

Arizona Corporation Commission Public Comment Form

Step 1

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Step 2

YOUR NAME <i>Mavis & Wilfred Hanson</i>	DATE <i>Feb. 26 / 2009</i>
ADDRESS, CITY, STATE AND ZIP <i>10286 - S. Summer Ave.</i>	YOUR PHONE NUMBER <i>928 342-9246</i>
DOCKET YOU WISH TO COMMENT ON: <i>WS03478-A-0454</i>	DOCKET NUMBER <i>WS03478A-08-0454</i>
CASE OR UTILITY NAME <i>Farwest Water</i>	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS	

Step 3

ENTER YOUR COMMENTS HERE:

We feel such extreme increases in sewer is unfair. How can the city of Yuma supply the service for \$29/month and we are looking at about \$70 end result. In addition, for the part-timers - How could it cost \$70/month maintenance for the months we are away? This will deter snowbirds from buying.

If you need additional space for your comments, please use the continuation page below.

Step 4

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Phoenix, Arizona 85007;
or

You may e-mail it as an attachment to:
mailmaster@azcc.gov

*10286 - S. Summer Ave
Yuma Az
85365*

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Step 2

YOUR NAME <i>Hal & Isabel Julian</i>	DATE <i>2/27/09</i>
ADDRESS, CITY, STATE AND ZIP <i>12513 E 45th Lane Yuma, AZ 85367</i>	YOUR PHONE NUMBER <i>208 989-8361</i>
DOCKET YOU WISH TO COMMENT ON: Proposed Rate increase for Far West Water & Sewer	DOCKET NUMBER WS-03478A-08-0454
CASE OR UTILITY NAME Far West Water and Sewer, Yuma Arizona	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS <i>hjulian 57 @ msn. com</i>	

Step 3

ENTER YOUR COMMENTS HERE:

BASED ON THE FOLLOWING INFORMATION, we the customers of Far West Water and Sewer Co., would like to ask the Arizona Corporation Commission to NOT APPROVE the application submitted by Far west water and Sewer Company. Docket No. WS-03478A-08-0454.

A. Far West provides water and sewer services to the Foothills area east of Yuma. There are approximately 8000 residential and commercial customers in this unincorporated area of Yuma County, who would receive a rate increase of over 200% over a period of three years. Once approved this new rate will be the permanent rate and will continue until Far West decides to raise the rates again.

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Public Comment Form

Continuation Page

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C. In 2006 Farwest Water & Sewer finally came in to compliance with ADEQ. The company has now since expanded its lagoon by 300%. We speculate that this effort was only put forth to compensate for the recent Subdivision that H&HS Development Co. just started.

D. H & S Development Co. recently opened El Rancho Encantado a new subdivision of RV Homes which consists of 219 sites with two RV hookups including Electrical service, sewer dump & water on each site. This is phase one of the project with two more phases to come. We question whether or not this latest request for a rate increase is designed to help pay for the new Wastewater Plant needed to support this new development?

E. Winter Residents currently flock to Yuma because of the weather, and because it is economically feasible to maintain a second home here. Winter residents increase Yuma's population each year by more than 80,000 people with the majority living in the Foothills. This population will be especially affected by this increase because for 6-8 months out of the year they pay for their sewer fees despite being unable to flush their toilets because they have returned to their primary residence.

F. Of the Year round Foothills residents there is still a large majority of Retirees living on a fixed income. Many more are the working class. If the proposed increase passes it would only succeed in further devastating the local economy. There are many folks who live paycheck to paycheck as it is. A fee increase as proposed could potentially force many people to sell or foreclose. With the housing market as it is today, this will only add to the declining economy.

In Conclusion

- We don't feel that Current customers should incur the costs necessary to cover a new Wastewater Plant needed to compensate for future growth. At most this cost should be absorbed by impact fees on the new lots being developed.
- We believe they have not suggested this because it would reduce the parent Company's building profits, in part due to the recession limiting the builder's inability to charge more than the market will bear.
- We further feel that this increase is also being requested as a direct result of negligence on the part of the Water Company, Farwest Water & Sewer. It appears as if they were negligent in poor planning to prevent numerous ADEQ violations.

Continued on the Next Page.

Arizona Corporation Commission
Public Comment Form
Continuation Page

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THEREFORE, we feel that this enormous increase is not justified. We the current owners feel that the extra charges requested are to aid H&S Developers and Far West Water & Sewer in paying Settlements incurred due to a law suit and penalties owed to ADEQ for lack of safety. We also feel it is possible that Farwest is trying to offset the costs incurred by the parent Companies new development on 48th Street. Their lack of sales and poor investments are not our responsibility. Farwest and H&S Developers, for years should have been investing their revenues in maintaining the system they have in place. If that had been the case they would not be requesting this aid currently.

Other Cities in Arizona* have been investigated and it has been found that they have seen rate increases of 5-9.5%. A small percentage is acceptable and necessary, but 200+% IS NOT. We the customers cannot afford this increase. We hope you will consider our concerns and VOTE NAY on this application. Thank You!

Dated this 12th day of February, 2009

*Average Sewer Rates around Arizona:

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Tucson: \$23.61/month Rate Increase of 9.5% initiated July 1, 2008

Phoenix: \$28.50/month Proposed Rate increase of 5%

Feb 28, 2009

Arizona Corporation
Commission Docket Control
1300 W Washington
Phoenix Az 85007

Re: Far West Water & Sewer
3-Phase Sewer Rate Increases
Docket No WS-03478A-08-0454
& Emergency Rate Increase
Docket No WS-03478A-08-0608

I am a Retiree, I am on a fixed income, I am a Winter Visitor, I am a Property Owner in the Foothills & I am fighting mad. We Retirees received a raise on our Social Security this year & thought it would help towards food & medicines etc, but now find it is going to have to go to the "birds" / Far West Water & Sewer because of their ineptitude to handle their finances. They have overextended themselves & have ran the Holdings into the ground, not taking care of old & established Businesses. Now they want the appx 8000 Customers to bail them out. I think maybe they should start selling off some of their Holdings. This last article in the paper says that they are close to being insolvent - Trust me, if this/these raises go thru, I will be close to being insolvent, does that bother anyone?

Of the appx 8,000 Customers, I would think about half are Winter Visitors and only stay 5 to 6 months, some leave the water on & at current is \$38.32 per Month including the Sewer - Multiplied out that is \$230.00 for 6 months Free & Clear per lot. If just the Sewer - it is \$131.00 Free & Clear per lot at the current rate of 21.75 per month

Feb 20, 2009

If thisiasco /way out of line rate increases) go thru on either one or both dockets - I think it only fair that if there is no water usage on any given lot or lots that there should be no charge for sewer. No Water Use No Sewer Fee - would that be too simple? Makes as much sense^{op?} as raising the rate(s) 100 to 150 percent.

HELLO, Arizona & especially Yuma is in a heck of a financial crisis. Very high unemployment, all kinds of home foreclosures & so many houses for sale in this area & close to nothing moving. The increase(s) would only hurt more people & make a bad situation worse. I love Yuma & love my little home but would sell in a heartbeat if I could, but at this point in time I am literally^{op?} stuck. Cosh, maybe the "Girls" would like to buy it.

One more thing - Sunrise School is not near big enough to hold all of the people that want to attend the meeting on March 5th. Any chance on getting Gila Bend H.S. or Arizona Western College - better yet, how about using a football field

Janice L Carr
JANICE L. CARR
13761 E 46th St
Yuma AZ 85367
(908) 347-1708